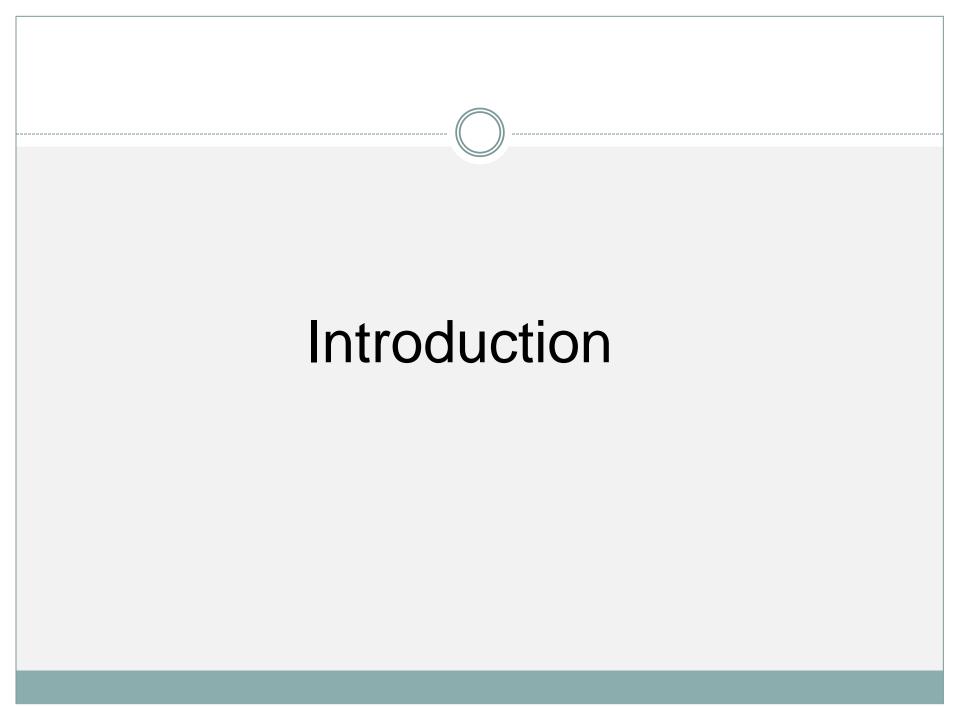
Microsoft Office 365

BRIEFING FOR ONSITE TEAMS HOSTED BY THE OFFICE 365 PROJECT TEAM

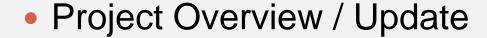


Agenda

- Project Overview
- Tools & Support
- Migration Activities
- Special Considerations
- Closing / QA / Follow Up



Welcome / Introductions



- Office 365 rollout, starting with Outlook
- User Population (2003 vs 2007+)
- Migration Planning
- Structure & Role of Onsite team

Migration Events

- 4 Week events that each department follows
 - 2 weeks of staff prep and training
 - 1 week migration (generally)
 - 1 Week of resource reconciliation and follow-up
- O Scheduled 1 − 2 weeks apart

Additional Information & Updates:

Typical Migration Event Flow

Migration Groups

- Multiple Departments (except for very large departments)
- All follow the four week process together
- Staff in each department is migrated in alphabetic order
- On site IT contacts work with staff in migration groups

Additional Information & Updates:

Migration Group - Schedule / Status

• Who Does What?

- Department Onsite IT
 - Manage Local Communications
 - Drive Staff Training / Prep acitivities
- Help Desk
 - Migration Confusion question
 - General Office 365 application support
- DTS Migration Office
 - Schedule / remind migration teams
 - Create / Manage tools delivered via Web Sites
- DTS Tech
 - Migration (mail boxes, other)
 - Support for mailboxes with challenges

- Web Sites
 - Staff Information Web Site
 - IT Contacts Support Web Site
- On-Site Team Documentation
- User Training and Preparation
- FAQs

Staff Information Web site

http://www.montgomerycountymd.gov/Office365

Onsite Team / IT Contacts Support Web site

http://www.montgomerycountymd.gov/Office365/ITcontactsindex.html



- Outlines all communication during the migration event
- On Site teams use this to guide their communications
- Artifacts provided for use
- Helps guide training
- Mobile Support Self help Site

Additional Information & Updates:

On-Site Team Packet

- User Training & Preparation
 - PowerPoint, Web based Video
 - Based on OWA 2013 (usable for all staff)
 - Reference tools
 - Find your version
 - Mobile
 - Requirements for training are as defined by department
 - Process for employees with disability or special needs

Additional Information & Updates:

Office 365 Information Site

FAQs

- Attempt to answer general questions
- Should direct staff to review them before escalating
- Updated regularly by feedback from migrations
- Covers wide range of topics

Additional Information & Updates:

Office 365 Information Site - FAQs

Break

- Migration Timeline
- Pre-Migration
- Migration Items
- Post Migration follow-up / feedback

Migration Timeline

- Divided into migration events
- Migration groups of multiple departments migrate together
- Each group follows the four week process
- Groups are scheduled 1 week apart
- Currently planning to start soon ending in Nov timeframe

Pre-Migration

- IT Contacts
 - Remove all old mailboxes
 - Determine permissions
 - Resource mailboxes
 - Public Folders (with calendars for scheduling rooms)

Staff

- Delete calendar entries older than 6 months
- Delete "sent' messages
- Clear inbox each night

Migration Items

- Migrations will occur over night
- Please sign off of your computer each night
- It is hard to predict exactly when each mailbox will be migrated
 - Pace that migrations are going
 - Large mailboxes take longer
- Staff does not need to do anything during migration

- Post Migration follow-up / feedback
 - Everyone
 - Verify that their mail store was moved
 - Messages, contacts and appointments
 - Restore Mobile Settings
 - Survey Monkey for feedback
 - IT Contacts
 - Resource Mailbox (Conference room) migration
 - Migration review with onsite teams per migration group

Specials

Specials

- PST Handling
- Public Folder Handling
- VPN Handling

Special Considerations

- Personal Storage Table (PST) Handling
 - Staff migrated from Outlook 2003
 - ▼ PST's not migrated
 - Accessible only via Outlook 2003 desktop software
 - Migration via special request
 - Staff migrated from Outlook 2007, 2010 or 2015
 - PST's not migrated but still accessible
 - ▼ PSTs operate as before migration
 - PSTs migrated to Office 365 mailbox via 'drag & drop'

Special Considerations

Public Folder Handling

- Not recognized in Office 365
- Data required will need to be re-implemented
- Many folders empty or not being used
- Less than 200 of the 3,112 folders are in current use
- DTS will migrate resource type Public Folders

Special Considerations

VPN Handling

- In general VPN will work with Office 365
- Any VPN use that includes 'split tunneling' will work
- Network Connect feature used to access CMS blocks access
- Escalate VPN issues via the Help Desk trouble ticket

Closing / Follow-up

Closing / Follow Up

Q& A

Closing / Follow Up

Action Items

- Get posters flyers
- Keep checking migration schedule
- You will be notified when your migration group launches

Adjourn

- Work with your onsite teams
- Provide us feedback